

E 20197665US

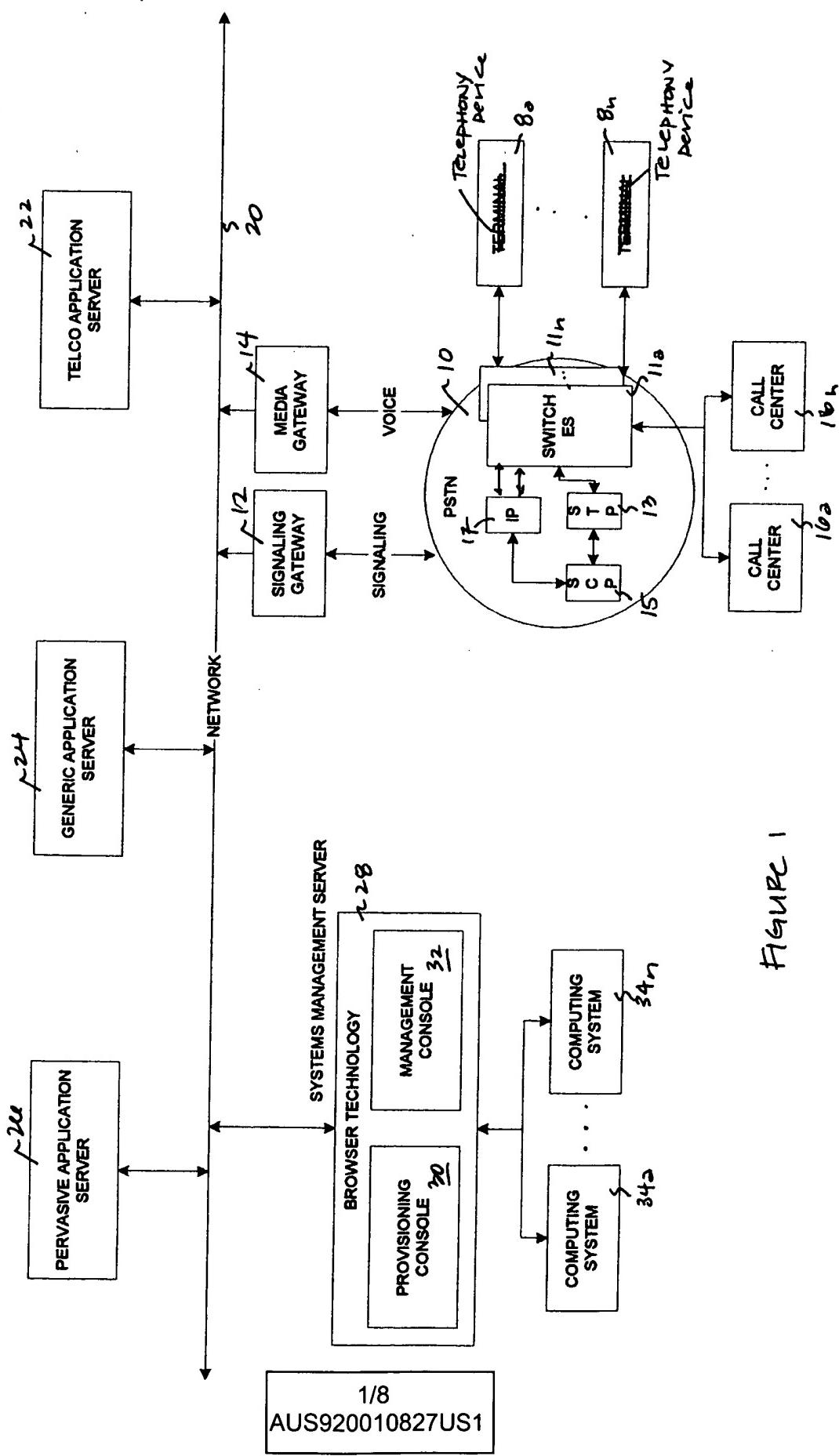


FIGURE 1

1.00010827US1

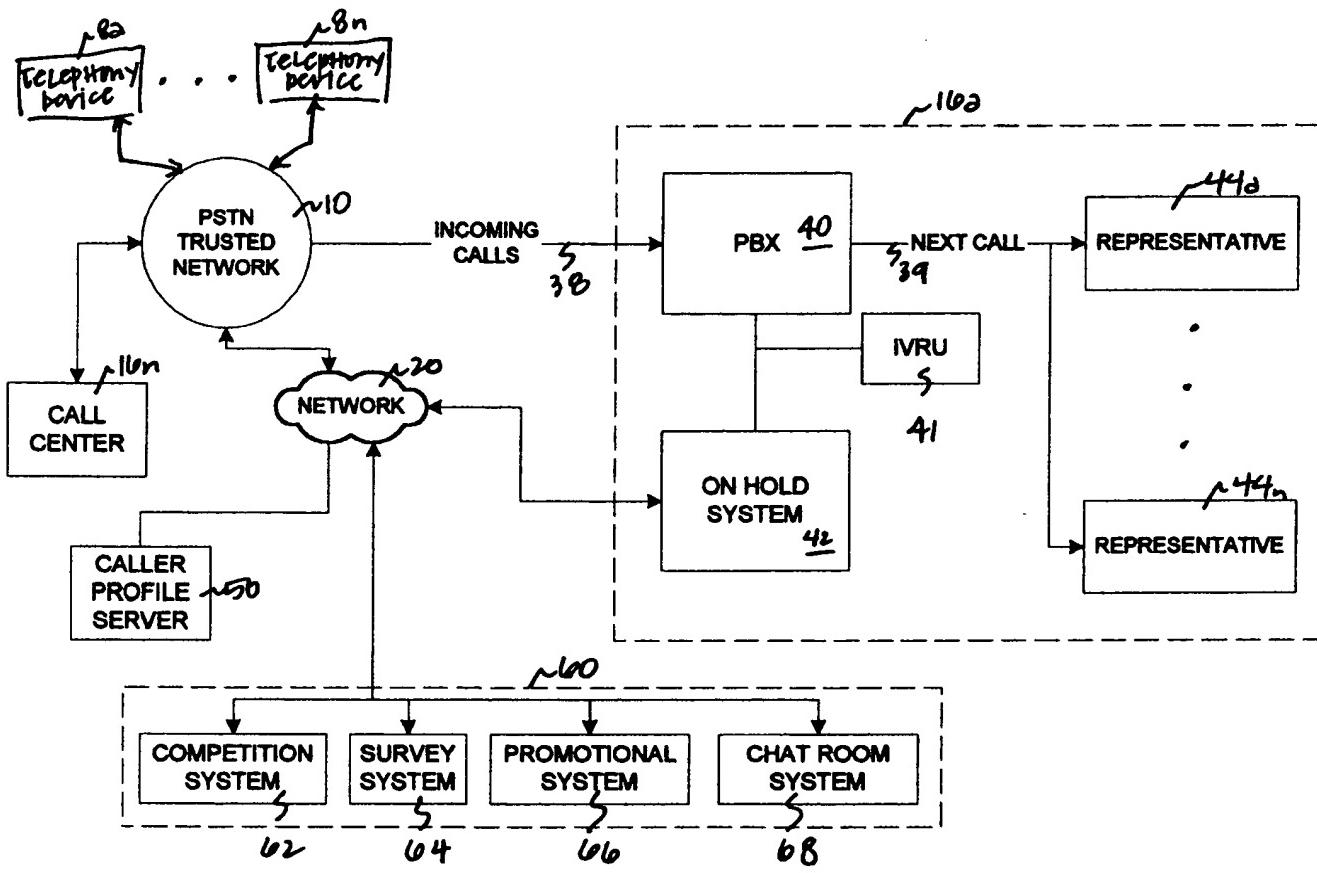


FIGURE 2

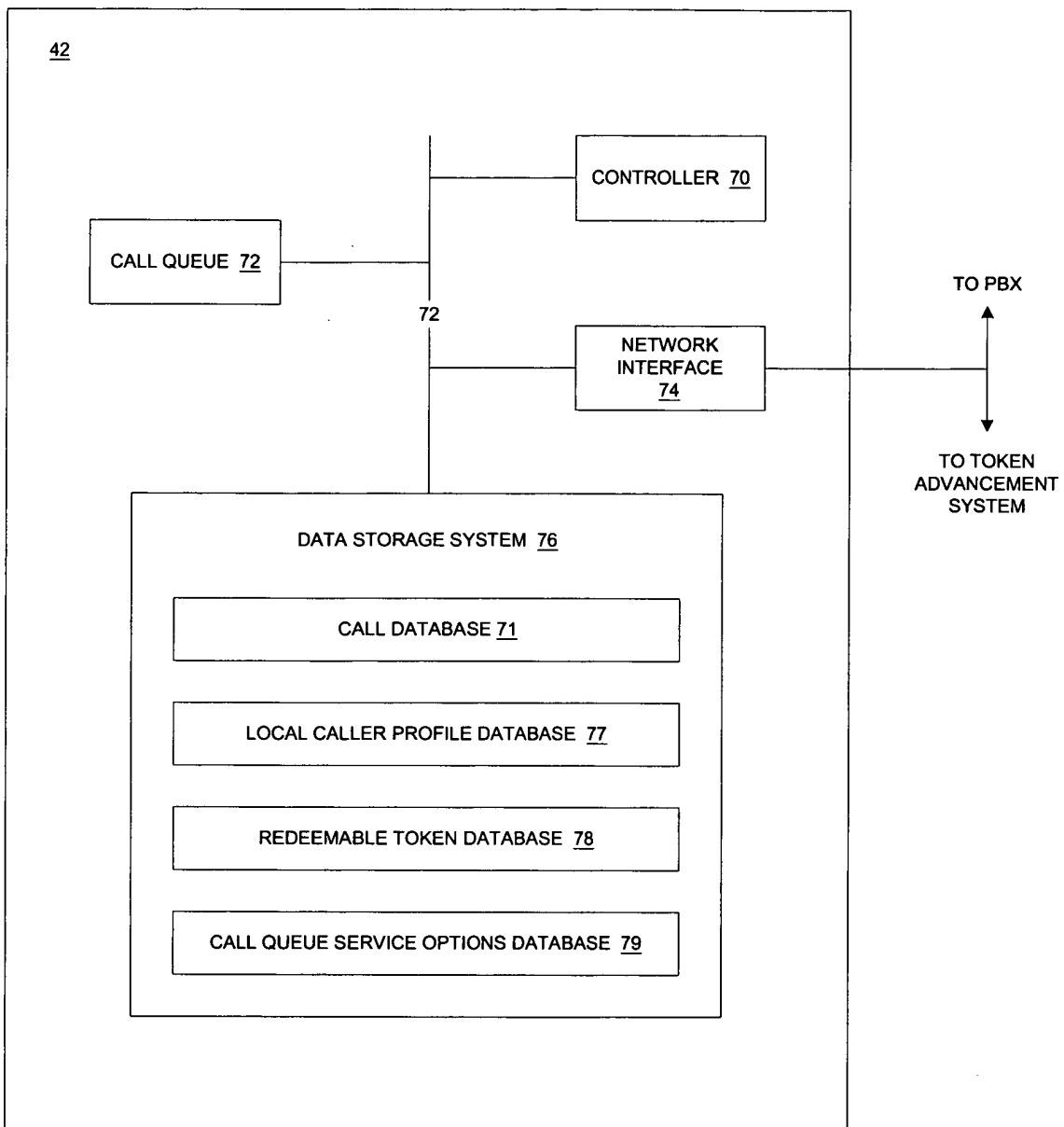


FIGURE 3

CALLER PROFILE 75

VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

GAME PREFERENCE : GROUP, TRIVIA

AGE : 30

CURRENT WAIT HISTORY

20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG
10 MINS COMPETITION 1
10 MINS COMPETITION 2
2 MINS QUEUE 3 CURRENTLY ON HOLD
2 MINS SURVEY

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 10 MINUTES
LONGEST TIME : 30 MINUTES
SHORTEST TIME : 2 MINUTES

ON HOLD POINTS = 20

MEMBERSHIP POINTS

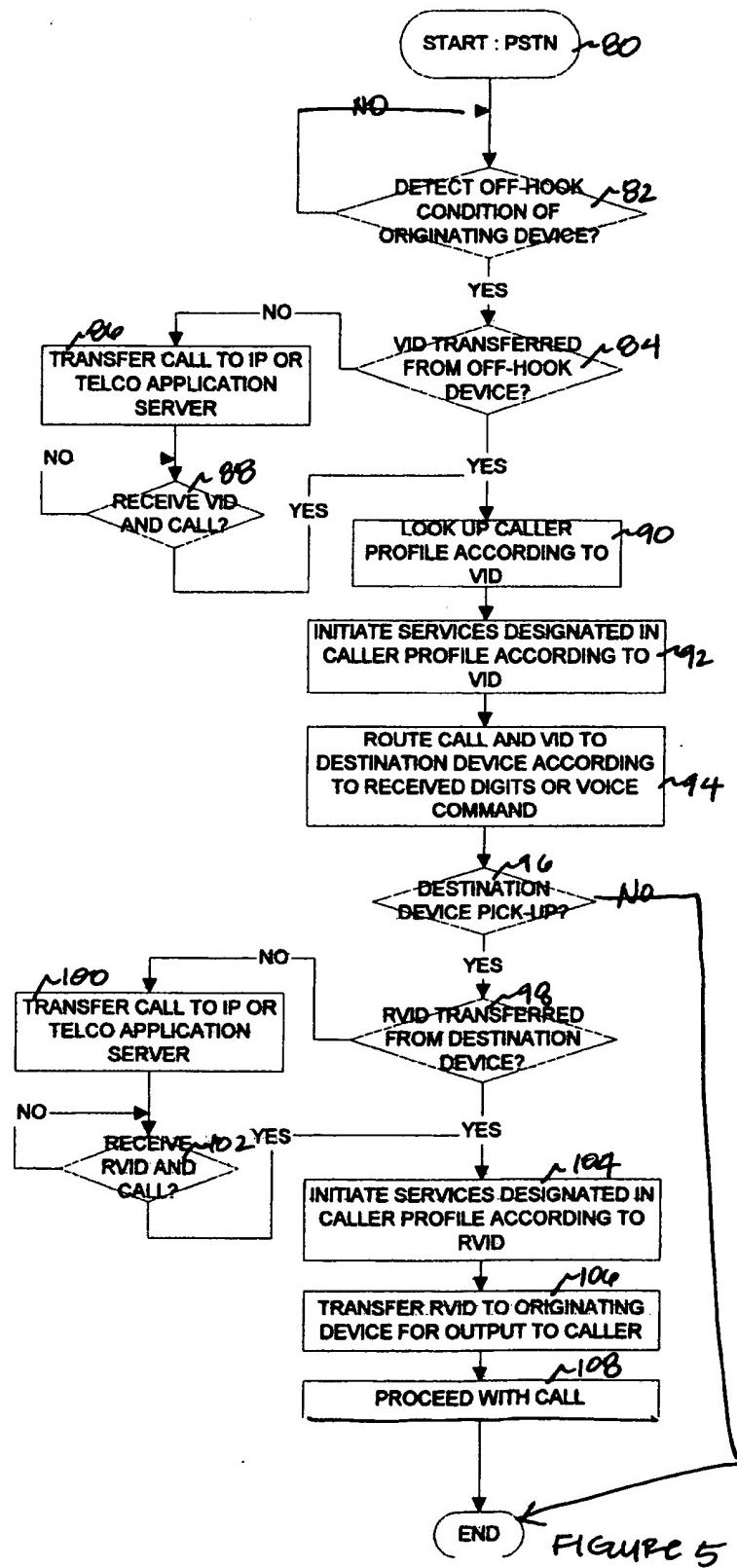
COMPANY A - 500
COMPANY B - 400
COMPANY C - 600

ADVANCEMENT TOKENS

CALL CENTER A - 10 MINS (AUTHORIZED BY TA SYSTEM 2040)
CALL CENTER B - 2 PLACES (AUTHORIZED BY TA SYSTEM 1050)
CALL CENTER C - 4 MINS (AUTHORIZED BY TA SYSTEM 2050)

FIGURE 4

10015000000000



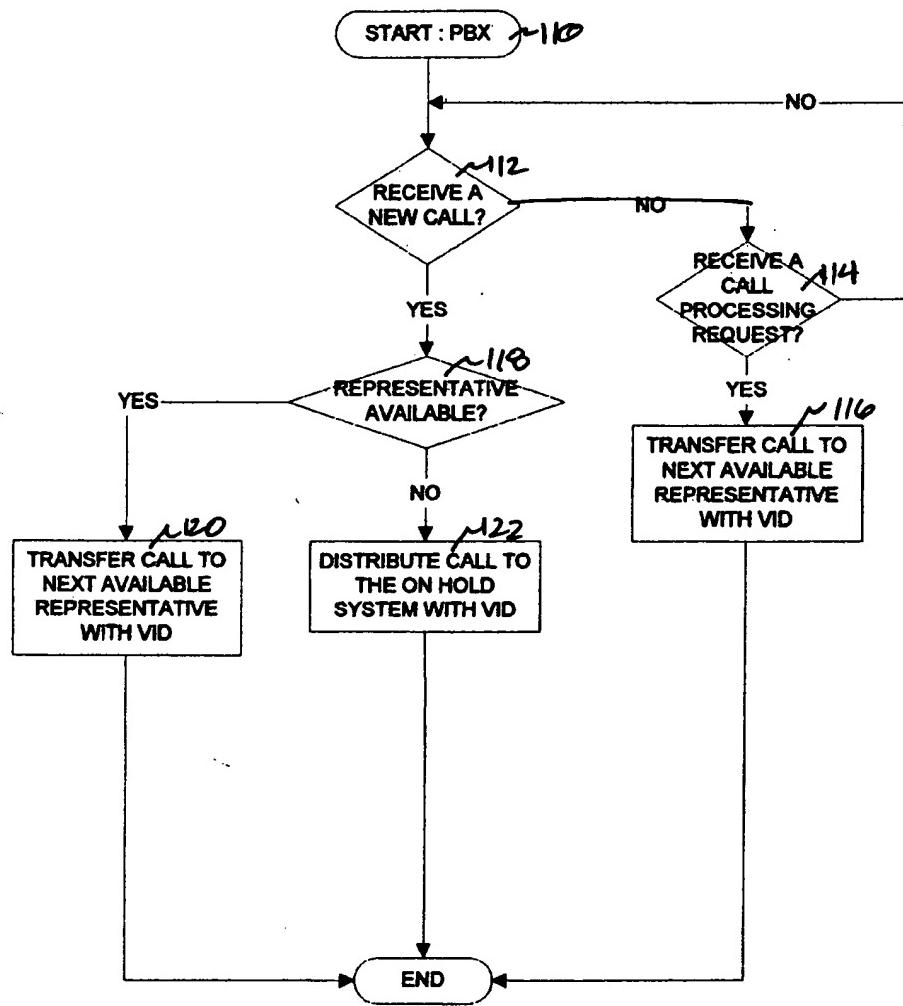


FIGURE 6

1.00 1.50 2.00 2.50 3.00

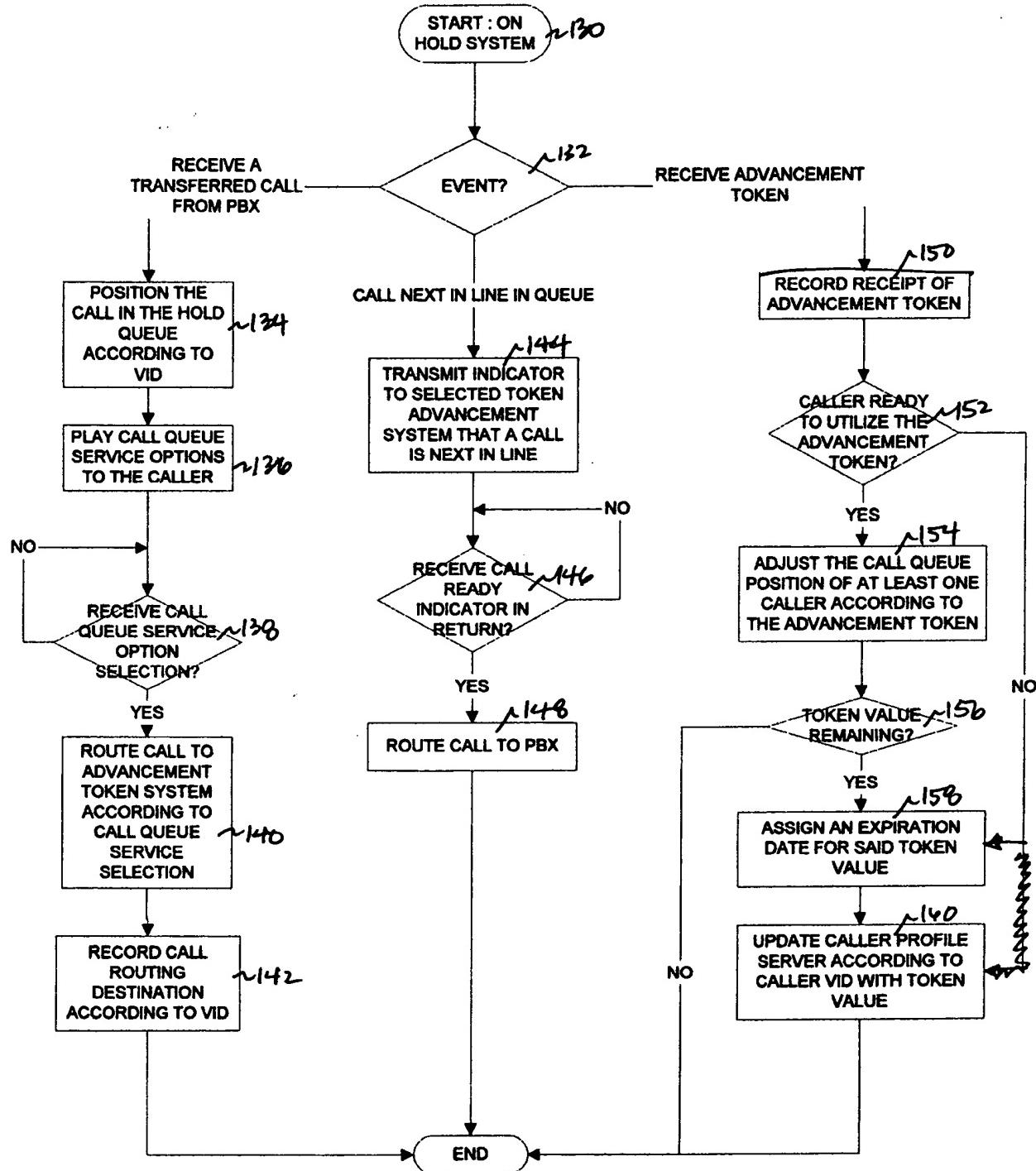


FIGURE 7

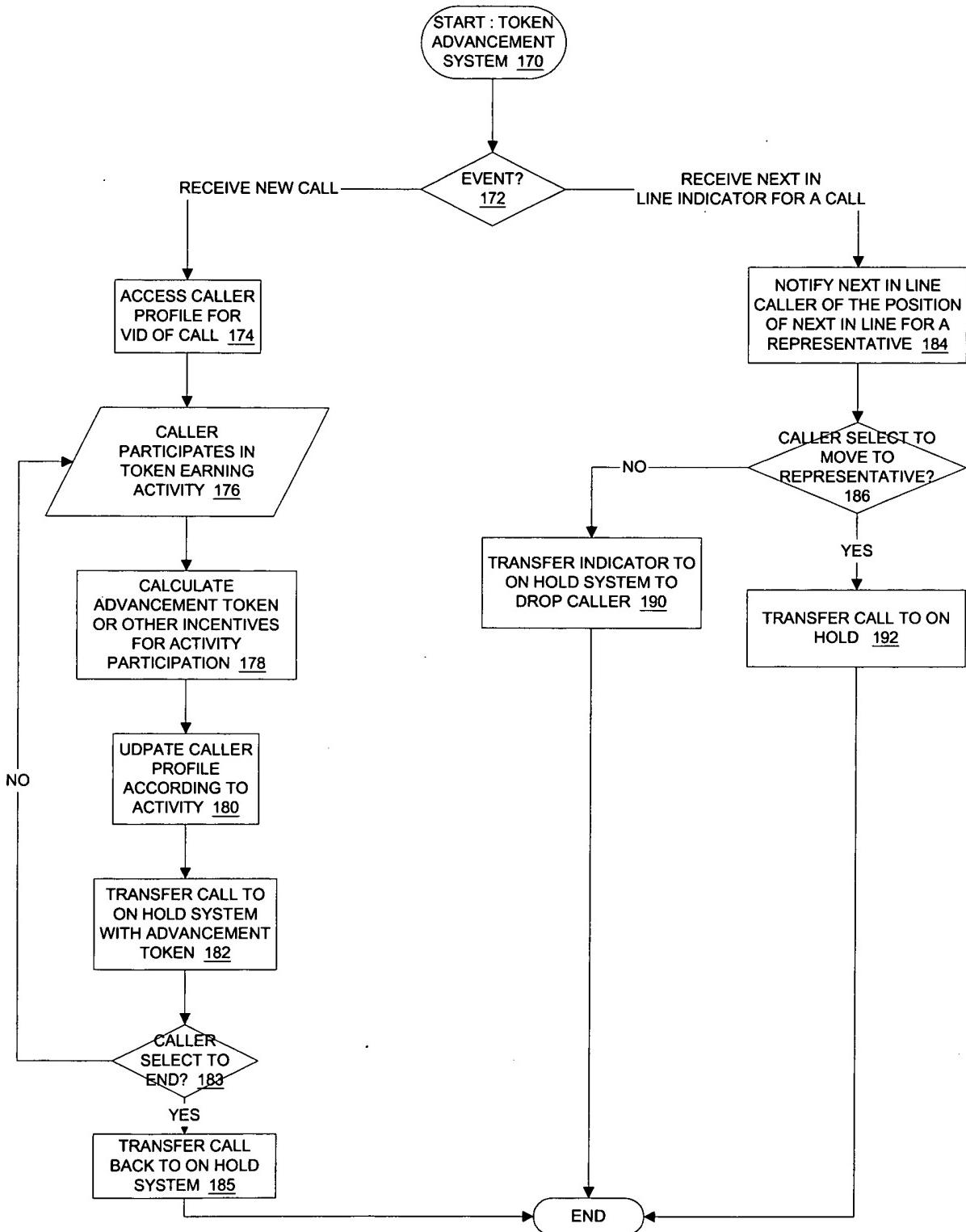


FIGURE 8